



Provider Communication

Subject: Provider Billing Information Correction	Priority: High
Date: May 10, 2003	Message ID: GHPBNR-05162003-2

Dear Georgia Medicaid/PeachCare for Kids Provider:

The Multi-Health Net (MHN) System is the information system that the Department of Community Health, through the Georgia Health Partnership (GHP), uses to process and pay claims submitted by the provider community. To facilitate the disbursement of these funds, our provider files contain information that includes "pay-to" (or "billing") address and electronic funds transfer (EFT) data (bank routing number, bank account) as well as other information. This information is commonly referred to as "Payee Information".

Since April 1, 2003, we have noted that some of the Payee information converted into our records was incorrect. This has caused inappropriate routing of funds to a number of our providers. The Department of Community Health (DCH) has worked in conjunction with GHP to correct this information. The correction required reconverting Payee information based on previous EDS provider file information.

It is anticipated that this correction will be completed by May 18, 2003. Payments for all claims **processed after** this date should be properly received. Within the next few weeks, we will be sending specific information to each provider outlining the corrections made to your individual provider files. This will be your opportunity to verify the correct Payee information listed in your record.

The GHP apologizes for any inconvenience this issue has caused. If you have any questions regarding this process, please contact the GHP Customer Interaction Center (CIC) at 404-298-1228 (Local) or 1-800-766-4456 (Toll Free).

Thank you for your continued support and participation in the Georgia Medicaid and PeachCare for Kids programs.

Sincerely,

Georgia Department of Community Health